



JOB DESCRIPTION

Title: **CIRCULATION MANAGER**
Department: Library
Class Code: 5430
FLSA Status: Non-Exempt
Effective Date: December 6, 2004
Grade Number: 13

GENERAL PURPOSE

Under the direction of the Assistant Library Director, manages the Circulation Department including, public service, planning, training, and evaluation. Supervises the full and part time Circulation staff and Library Pages.

EXAMPLE OF DUTIES

- *-- Selects, trains, schedules, and evaluates the circulation Library Aides and Office Aides.
- *-- Provides direct public service at the Circulation Desk, including policy explanation, complaint resolution, problem solving, patron registration, fine collection, and the check-in and out of materials.
- *-- Trains the staff and the public in the effective use of the Horizon Integrated Library System.
- *-- With the Assistant Library Director, evaluates services, develops procedures, recommends policies, establishes work priorities, plans improvements, and delegates duties.
- *-- Coordinates, schedules, and manages community service volunteers.
- *-- Participates as a member of the library management team.
- Provides temporary office services in an as needed, fill-in capacity.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Completion of a Bachelor's Degree and related public service experience, or previous public library experience with at least one (1) year of automated system and staff supervisory experience, or an equivalent combination of education and/or experience which provides the required knowledge and abilities.

Special Requirements

- Must be willing to work evenings and Saturdays. Must be able to attend to occasional, unscheduled, after hours ILS malfunctions that affect Circulation procedures.

Necessary Knowledge, Skills and Abilities

- Fundamental knowledge Horizon Integrated Library Systems including all circulation functions.
- Knowledge of Horizon ILS databases as pertains to library Circulation procedures.
- Ability to quickly learn technical procedures using documentation, training, and customer service support and provide understandable interpretations of procedures and policies.
- Ability to analyze, research, and solve technical problems, using self initiative and vendor technical support.
- Ability to assess, organize, and resolve training needs and to explain complex technical procedures to un-sophisticated staff and public with patience, thoroughness, and reinforcement.
- Ability to resolve public concerns and difficulties related to the Horizon ILS with tact, courtesy, and good judgement.
- Ability to supervise and schedule the work of others and to establish and maintain effective working relationships.
- Outstanding human relations and communication skills.

TOOLS & EQUIPMENT USED

- Personal computer, network printer, photocopier, fax machine and all library software related to job duties.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand, sit and talk or hear. The employee is required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to both print and electronic text.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is generally quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job.